Guidance for Students in the Mixed Mode Education

In order to support as many students as possible during the on-going COVID-19 pandemic, Queen Mary, University of London will be offering some modules via Mixed Mode Education (MME), which will allow students to participate either online or in-person on campus. This is because while some students want to be on campus for a variety of reasons (lack of quiet, safe space at home, a desire to study with colleagues) continued and evolving restrictions means that rooms will not hold their full capacity. Other students will need to continue to study off-campus due to ongoing health concerns or restrictions on international travel.

When you register for your modules, you will need to indicate if you plan to participate on-campus or online. You will be expected to continue in that chosen mode for the duration of the module. This is essential for planning purposes and should circumstances arise that cause you to want to switch mods, you should discuss that with your school immediately.

This brief guidance is meant to help prepare you to participate fully in these sessions regardless of your location. The information presented here is meant to provide you with very general guidance about participating in MME sessions, but instructions may vary. The person leading the session will tell you how to participate during the session. This may include posting questions to a chat, inviting people to speak, and other ways to engage. Please pay close attention to their instructions to ensure all participants have the best experience.

Participating on campus

You will need an internet enabled device (laptop, tablet, or smartphone) to join the online session from the teaching room. This will enable you to see your peers online, post questions in the chat, and participate in any online interactive activities, such as polls. If you are not using the desktop version of Zoom or MS Teams, you should ensure you are using the latest version of your browser.

The links to join are provided on the module page on QMplus. For Zoom or MS Teams, you will need to use your QMUL account to log-in. If you are not using the desktop version of Zoom or MS Teams, you should ensure you are using the latest version of your browser.

What if I don't have a device?

You can rent a laptop from the library. There are 180 laptops available at the Mile End library and 24 at Whitechapel Library.

Additionally, if you cannot afford your own laptop, you can apply for the hardship fund. Please visit the following link for more information: https://www.welfare.qmul.ac.uk/guides/university-hardship-funds/

How do I charge my devices?

In addition to outlets in lecture theatres, classrooms and other spaces throughout campus, there are also 12 laptop changing spaces in the library at Mile End.

There are secure phone/tablet charging boxes at Mile End Library, Whitechapel Library, Canalside and the Hive.

MME Etiquette for those participating in the room with the lecturer

- Turn off your device's audio before connecting to the online platform. Keep your video off as well, unless asked to turn it on.
- The person leading the session will tell you how to participate during the session. This may include posting questions to a chat, inviting people to speak, and other ways to engage. Please pay close attention to their instructions to ensure all participants have the best experience.
- Consider bringing a set of headphones/ear buds. They can be helpful during breakout groups. When participating in breakout groups, consider unmuting yourself only when you are speaking, to avoid picking up too much noise from others talking in the room.
- As much as possible, avoid making background noises during lecture that may impede the microphone's ability to pick up the person speaking.
- When answering questions or contributing to discussions, speak clearly and with enough volume to be heard by your peers participating online.

Participating online

Those participating online will be able to see a live stream of the session and any material projected to students in the room will also be shared online. For the best view of this, it is recommended that you join using either a PC or laptop.

Please join the live session as scheduled in your timetable. You will be able to join your peers and educator live from the room on campus, and you can participate in real time.

The links to join are provided on the module page on QMplus. For Zoom or MS Teams, you will need to use your QMUL account to log-in. If you are not using the desktop version of Zoom or MS Teams, you should ensure you are using the latest version of your browser.

MME Etiquette for those participating online

- During the session, please keep your microphone switched off, unless invited to ask a question or to participate in a discussion or breakout room.
- The person leading the session will tell you how to participate during the session. This may include posting questions to a chat, inviting people to speak, and other ways to engage. Please pay close attention to their instructions to ensure all participants have the best experience.
- If you are able, please keep your webcam on. This will enable the person leading the session to see who is participating online, just like they can see the students in the room. You will also be able to see the other students joining the session online.

Making the most out of the streaming platform

Blackboard Collaborate

In Blackboard Collaborate, you have the option of viewing fellow participants in Gallery, Speaker, or Tiled views. You can also toggle between an enlarged view of shared content and participants cameras.
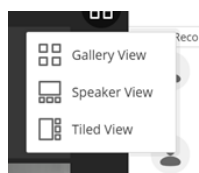
To a enlarge a participant's camera, hover your cursor over their image to reveal an arrow; click that arrow to enlarge their image and minimise the shared content, or vice versa.

MS Teams

In MS Teams, you can switch views between the in-room camera and the screen share (e.g. slides) by clicking between the presenter and shared item. Be careful when exploring other view option in MS Teams has many options will impact the view for all participants, not just your own.
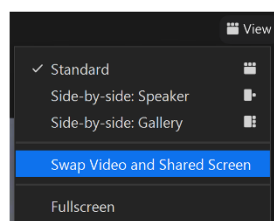
Zoom

Logging in to a university Zoom account

Using the web browser: Go to https://zoom.qmul.ac.uk/ and log in using QMUL credentials. This will take you to the Zoom profile page, where you input the meeting ID and password provided by the lecturer or a tutor.

Using Zoom desktop app: Go to https://zoom.us/download to download the app. In the Sign In area, choose 'Sign in with SSO', entre 'qmul-ac-uk' and use your university credentials to log in. Remember that if you create a meeting using the university account, only authorized participants will be able to join it (they need a QMUL address).
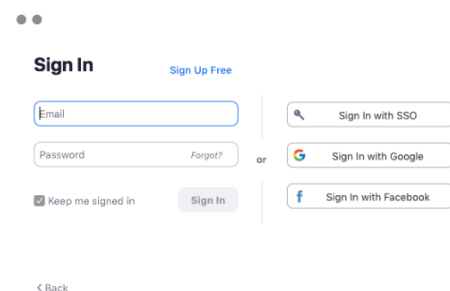
Changing what you see

You can select side-by-side mode to have the screen share (e.g. lecture slides) and the in-room camera stream showing side-by-side on your screen. You can also switch between the screen share and the speaker view. These options are available in the view menu:

For more information see: https://support.zoom.us/hc/en-us/articles/201362323 (video layout guide); https://support.zoom.us/hc/en-us/articles/115004802843 (side-by-side mode)